

# MANAGEMENT CONTROL EVALUATION CERTIFICATION STATEMENT

For use of this form, see AR 11-2; the proponent agency is ASA(FM).

1. REGULATION NUMBER  
AR 608-18

2. DATE OF REGULATION  
SEP 04

## 3. ASSESSABLE UNIT

Director Morale Welfare & Recreation (DMWR)

## 4. FUNCTION

Army Family Advocacy Program (AFAP)

## 5. METHOD OF EVALUATION (Check one)

☒ a. CHECKLIST

☐ b. ALTERNATIVE METHOD (Indicate method)

APPENDIX (Enter appropriate letter)

L

## 6. EVALUATION CONDUCTED BY

a. NAME (Last, First, MI)

Cooper, S. Richey

b. DATE OF EVALUATION

6 Feb 06

## 7. REMARKS (Continue on reverse or use additional sheets of plain paper)

Testing conducted by file/documentation review.

No internal control deficiencies were detected during this evaluation period.

## 8. CERTIFICATION

I certify that the key management controls in this function have been evaluated in accordance with provisions of AR 11-2, Army Management Control Process. I also certify that corrective action has been initiated to resolve any deficiencies detected. These deficiencies and corrective actions (if any) are described above or in attached documentation. This certification statement and any supporting documentation will be retained on file subject to audit/inspection until superseded by a subsequent management control evaluation.

## a. ASSESSABLE UNIT MANAGER

(1) Typed Name and Title

Paul Heilman, DMWR

(2) Signature



b. DATE CERTIFIED

7 Feb 2006

# ARMY COMMUNITY SERVICE (ACS) ACCREDITATION CHECKLIST\*

For use of this form, see AR 608-1; the proponent agency is OACSIM

STANDARD	COMPLIANCE RATINGS		COMMENTS
	YES	NO	
<b>SECTION A - 10000 STRUCTURE</b>			
<b>1. 11000 CRITERIA FOR CENTER (Para 1-6, AR 608-1)</b>			
a. 11000.1. An ACS director has been appointed to operate the ACS Center.  <u>Key indicators:</u> TDA/appointment orders.	X		
b. 11000.2. The ACS center has a full-time and part-time staff.  <u>Key indicators:</u> TDA. Contracts. Interagency agreements	X		
c. 11000.3. The ACS center has an ACS volunteer supervisor and a volunteer corps.  <u>Key indicators:</u> Roster of ACS volunteers. ACS volunteer supervisor job description. Interviews.	X		
<b>2. 12000 SERVICE DELIVERY MODEL (Para 1-9, AR 608-1)</b>			
a. 12000.1. A centralized intake is established to conduct initial interviews, assess individual and family needs, provide information and make referrals within the center and to external agencies.  <u>Key indicators:</u> Standing operating procedure. Sign-in sheets. Case records. Completed DA Form 5897 (ACS Client Case Record).	X		
b. 12000.2. An integrated resource file and client tracking system are used to deliver services and help plan for the needs of the installation.  <u>Key indicators:</u> Standing operating procedure. On-site inspection of resource file and client tracking system.	X		
c. 12000.3. The resource file contains the following components: - An alphabetical index of all public, private and voluntary agencies and organizations with a reference to more detailed information contained in each service provider's file. - An alphabetical index of service headings with cross references. - Detailed information about agencies and organizations and the services those agencies and organizations provide.  <u>Key indicator:</u> On-site inspection of resource file.	X		
d. 12000.4. Each service provider's file includes the following: legal name, common name, or an acronym; address; telephone number; name of agency or organization administrator; intake point of contact; hours and days of service; services provided; eligibility requirements and intake procedures; cost of service; TRICARE network provider (yes or no); TRICARE Standard provider (yes or no); branch offices; and known barriers to accessibility and restrictions on facility use.  <u>Key indicators:</u> Service provider's template. Service provider files.	X		
e. 12000.5. The resource file is updated annually. Procedures are established for responding to interim information changes.  <u>Key indicators:</u> Standing operating procedure. On-site sampling of resource file.	X		
f. 12000.6. The center based services are supplemented with outreach to geographically or socially isolated families identified as needing specific outreach services, first-term soldiers and families, geographically separated families, newly arrived soldiers and families in the community, single parent families and other soldiers and families identified by a needs assessment.  <u>Key indicators:</u> Needs assessment data. Case records.	X		
<b>SECTION B - 20000 OVERSIGHT</b>			
<b>1. 21000 INTERNAL REVIEW (Para 2-11, AR 608-1)</b>			
a. 21000.1. An annual internal review is conducted by an installation ACS Evaluation team (ACSET). The DA Form 7419 (ACS Accreditation Checklist) is used for the review and evaluation process. The review is organized and coordinated by the ACS director. The ACSET findings, recommendations and corrective action initiatives are on file.  <u>Key indicators:</u> Internal review schedule. Completed DA Form 7419. ACSET after action reports.	X		
<p>* Documentation should cover the previous six months except for Family Advocacy Committee, Exceptional Family Member Program (EFMP) Committee and Relocation Assistance Coordinating Committee minutes. The Family Advocacy Committee, EFMP Committee and Relocation Assistance Coordinating Committee minutes should be provided for last 12 months.</p>			

STANDARD	COMPLIANCE RATINGS		COMMENTS
	YES	NO	
SECTION B - 20000 OVERSIGHT (Cont'd)			
2. 22000 STRATEGIC PLANNING (Para 2-12, AR 608-1)			
a. 22000.1. Specialized needs assessment is conducted using a variety of methods to identify local demographics, target risk populations and determine service emphasis.  Key indicators: Surveys, customer feedback forms, training evaluations, minutes from customer focus groups and service request forms.	X		
b. 22000.2. Strategic planning session is convened at least annually with all ACS personnel to review and update five-year plan for ACS services and resources. Needs assessment data is included in the strategic planning process.  Key indicators: Minutes. ACS five-year plan. Needs assessment summary data.	X		
3. 23000 RECORDKEEPING (Paras 2-13 -- 2-15, AR 608-1)			
a. 23000.1. All client data gathered is safeguarded per AR 340-21.  Key indicators: Security procedures. On-site inspection.	X		
b. 23000.2. Case records are established per AR 25-400-2.  Key indicators: Case records	X		
c. 23000.3. DA Forms 5897, 5900 (ACS Group Sessions Log) and 5901 (ACS Single Contact Log) are used to document client contacts.  Key indicators: Client contact logs. Case records.	X		
d. 23000.4. A personnel record has been established for all paid staff.  Key indicators: Rosters of paid staff. Personnel records.	X		
e. 23000.5. A service record has been established for each volunteer using DA Form 4162 (ACS Volunteer Service Record).  Key indicators: Roster of volunteers. Completed DA Forms 4162.	X		
f. 23000.6. Each volunteer maintains a record of hours worked on DA Form 4713 (ACS Volunteer Daily Time Record).  Key indicators: Roster of volunteers. Completed DA Forms 4713.	X		
4. 24000 REPORTING (Para 2-17, AR 608-1)			
a. 24000.1. The DA Form 3063 (ACS Management Report) is prepared as directed by USACFSC (CFSC-SF-A).  Key indicators: USACFSC (CFSC-SF-A) guidelines. Completed DA Form 3063.	X		
SECTION C - 30000 MANAGEMENT			
1. 31000 FUNDING (Paras 3-1 -- 3-3, AR 608-1)			
a. 31000.1. ACS director prepares and tracks annual ACS budget and spending plans, POM submissions, shortfalls and unfunded requirements. The OSD funds are tracked as separate line items on all installation and ACS budget and spending plans.  Key indicators: Budget submission document and spread sheets showing execution of dollars.	X		
b. 31000.2. OSD family advocacy funds are executed per USACFSC (CFSC-SF-A) guidance.  Key indicators: CFSC-SF-A annual budget guidance. Completed DA Form 3063. Budget documents.	X		
c. 31000.3. OSD relocation funds are executed per USACFSC (CFSC-SF-A) guidance.  Key indicators: CFSC-SF-A annual budget guidance. Completed DA Form 3063. Budget documents.	X		
d. 31000.4. Strategic planning is the basis for long range ACS budget plans and current execution.  Key indicators: ACS and installation strategic plans. ACS budget plan for five years and spread sheet showing current execution.	X		
e. 31000.5. ACS director follows proper procurement practices.  Key indicators: Applicable guidance and sampling of procurement actions.	X		

STANDARD	COMPLIANCE RATINGS		COMMENTS
	YES	NO	
SECTION C - 30000 MANAGEMENT (Cont'd)			
2. 32000 PERSONNEL (Paras 3-6 and 3-7, AR 608-1)			
a. 32000.1. Performance expectations are clearly established and documented for military and civilian staff. Feedback is given throughout the year and is reflected in evaluations.  Key indicators: Roster of paid employees. Evaluation support forms. Evaluation forms.	X		
b. 32000.2. Position descriptions are current and accurate for all ACS employees.  Key indicators: Roster of paid employees. Position descriptions. Evaluation support forms. Evaluation forms.	X		
c. 32000.3. Volunteers are supervised by a Federal employee (civil service or non-appropriated fund employee), soldier or by another volunteer who is so supervised.  Key indicators: Job descriptions.	X		
d. 32000.4. All volunteers and accepting official signed DA Form 4712 (Volunteer Agreement for Appropriated Fund Activities) prior to commencement of work. DA Form 5671 (Parental Permission) is signed when accepting volunteer services from unmarried family members under age 18 before commencement of work.  Key indicators: Roster of ACS volunteers. Completed DA Forms 4712 and 5671.	X		
e. 32000.5. Volunteers are not performing duties for which there is an unfilled manpower requirement.  Key indicators: Job descriptions. TDA.	X		
f. 32000.6. Volunteers are not serving in positions where they are susceptible to injury or causing injury to others.  Key indicators: Job descriptions. Observation. Interviews.	X		
g. 32000.7. A written job description is maintained for each volunteer.  - The supervisor of the volunteer writes the job description. The accepting official is the approval authority for the job description. - Each job description makes specific mention as to whether or not the regular use of a motor vehicle, private or Government owned, is required, and, if required, the specific volunteer duties that will be performed while using the vehicle. - Each job description contains a prohibition against using any form of transportation not specifically authorized in the job description.  Key indicators: Volunteer roster. Job descriptions.	X		
h. 32000.8. An ongoing recognition program is established for volunteers.  Key indicators: Standing operating procedure. Volunteer service records.	X		
3. 33000 TRAINING (Paras 3-8 and 3-9, AR 608-1)			
a. 33000.1. ACS personnel are provided on the job training, inservice training and the opportunity to attend appropriate military and civilian professional conferences.  Key indicators: Roster of ACS personnel. Staff training records.	X		
b. 33000.2. All ACS staff receives training in the following areas:  - ACS orientation. - Local administrative procedures. - Standards of conduct. - Crisis intervention protocols and client confidentiality requirements. - Standing operating procedures that are relevant to their position. - Information and referral procedures and telephone etiquette. - Job performance and quality standards. - Equal employment opportunity. - Computer literacy.  Key indicators: Roster of ACS personnel. Staff training records. Interviews.	X		



STANDARD	COMPLIANCE RATINGS		COMMENTS
	YES	NO	
SECTION C - 30000 MANAGEMENT (Cont'd)			
4. 34000 PHYSICAL PROPERTY MANAGEMENT (Paras 3-10 and 3-11, AR 608-1)			
a. 34000.1. A procedure is in place which controls inventory of physical property such as furnishings, copy machines, fax machines, audiovisual equipment, typewriters, telephone system and so forth. Property is inventoried at least annually and tracked when reassigned, replaced and disposed of to salvage.  Key indicator: ACS system of property accountability.	X		
b. 34000.2. ACS has the following physical property on-site to support services and administrative processes.  - Sufficient phone lines with appropriate access to DSN for incoming and outgoing calls. - Fax machine. - Copy machine. - Sufficient computers, letter quality printers and modems to support services. - Video cassette recorder and color television. - Overhead projector. - Locking file cabinets for Privacy Act materials and filing cabinets for administrative materials. - Answering machine. - Audio tape recorder and tapes. - Calculator. - Typewriter. - Internet accessibility for all staff.  Key indicators: Inventory of physical property. Hand receipts.	X		
c. 34000.3. ACS center is accessible to clients with disabilities per Architectural Barriers Act, as amended, and Section 504 of the Rehabilitation Act of 1973, as amended.  Key indicators: Uniform Federal Accessibility Standards Checklist. American with Disabilities Act Accessibility Guidelines Checklist.	X		
d. 34000.4. The reception area is readily visible and accessible to the entrance with adequate and comfortable seating; well lighted, clean and neat; and reading and educational materials are readily available.  Key indicator: On-site inspection of reception area.	X		
e. 34000.5. ACS center premises and equipment are safe for use.  Key indicators: Installation safety inspection reports. Work orders.	X		
f. 34000.6. The ACS center is easily identified.  Key indicators:  - ACS emblem is permanently displayed outside the center. - Identification signs are prominently displayed on main roads.	X		
5. 35000 MARKETING (Paras 3-12 and 3-13, AR 608-1)			
a. 35000.1. ACS informs the community about its services to increase user awareness. Information is widely distributed on how individuals with disabilities can access services.  Key indicators: Signs identifying location of ACS. Post maps. Telephone directories. Media information about ACS. Installation home page.	X		
b. 35000.2. ACS has a marketing plan which incorporates strategic planning goals and needs assessment data and covers each service provided by the center.  Key indicators: Marketing plan. Needs assessment summary report. Strategic five-year plan.	X		
SECTION D - 40000 SERVICES			
1. 41000 DEPLOYMENT OR MOBILIZATION & STABILITY & SUPPORT OPERATIONS (SSO's) READINESS (Paras 4-2 -- 4-10, AR 608-1)			
a. 41000.1. A family assistance plan has been developed to address all levels and phases of deployment or mobilization and SSOs. The plan is incorporated into overall installation contingency plans and includes at a minimum:  - Type of family assistance services offered to families. - ACS and other agency roles and responsibilities. - Resource requirements (manpower and dollars) to implement plan. - Mobilization TDA requirements. - Requirements to accommodate any projected needs.  Key indicator: Family assistance appendix of installation contingency plan.	X		

STANDARD	COMPLIANCE RATINGS		COMMENTS
	YES	NO	
SECTION D - 40000 SERVICES (Cont'd)			
1. 41000 DEPLOYMENT OR MOBILIZATION & STABILITY & SUPPORT OPERATIONS (SSO's) READINESS (Paras 4-2 -- 4-10, AR 608-1) (Cont'd)			
b. 41000.2. Predeployment or mobilization and SSOs assistance includes:  - Support and assistance to unit commanders in establishing support groups. - Orientation for RC units and their families about available assistance upon unit activation and individual mobilization. - Participation in mobilization and casualty work group exercises. - Assistance to single parents, dual military couples and dual emergency-essential civilian couples in developing family care plans for deployment. - Coordination with local and State human service assistance agencies. - Coordination with State Adjutant General and appropriate USAR Regional Support Command Office as well as RC units within a 50-mile radius. - Identification of families with major problems requiring special assistance and support.  <u>Key indicators:</u> Family assistance appendix of installation contingency plan. Written requests for assistance from unit commander, RC commander, Guard and Reserve. After action reports. Records of meetings. Completed DA Forms 5897.			
c. 41000.3. Deployment or mobilization and SSOs assistance includes--  - Twenty-four hour family assistance center. - 1-800 number for family issues and crises. - Assistance to family support groups. - Assistance to casualty officers in providing support to survivors. - Support to waiting families. - Assistance to deploying mobilized RC unit, USAR Regional Support Command or Army Reserve Command and State Area Command in providing family assistance to RC families. - Assistance to commanders with ongoing training for designated family sponsors. - Assistance to relocating families, as applicable. - Serving as sponsor for families with special needs. - Keeping commanders aware of major problems affecting families of either mobilized or deployed soldiers. - Compiling and maintaining statistics on assistance rendered.  <u>Key indicators:</u> Family assistance appendix of installation contingency plan. Standing operating procedures, memorandums and statistical reports.	X		
d. 41000.4. Post deployment or mobilization and SSOs assistance includes briefings, workgroups to deal with family unification problems and command after action reports.  <u>Key indicators:</u> Family assistance appendix of installation contingency plan. Briefing schedules and attendance sheets. After action reports.	X		
e. 41000.5. Unit rear detachments are provided training on family assistance and community resources during deployment or mobilization and SSOs. Also, assistance is provided to rear detachment commanders in coordinating services for families in their units.  <u>Key indicators:</u> Training agendas, schedules and attendance sheets.	X		
f. 41000.6. Assistance is available in the following areas for family support groups (FSGs):  - Training. - Resource materials. - Meeting facility. - Homecoming and reunion activities. - Information and referral.  <u>Key indicators:</u> Lesson plans and attendance sheets. Unit requests for assistance. Published FSG material.	X		
g. 41000.7. The Operation R.E.A.D.Y. materials are used to support unit commanders in preparing soldiers, civilian employees and their families for military operations.  <u>Key indicators:</u> Training agenda, schedules and attendance sheets.	X		

STANDARD	COMPLIANCE RATINGS		COMMENTS
	YES	NO	
SECTION D - 40000 SERVICES (Cont'd)			
41000 DEPLOYMENT OR MOBILIZATION & STABILITY & SUPPORT OPERATIONS (SSOs) READINESS (Paras 4-2 – 4-10, AR 608-1) (Cont'd)			
h. 41000.8. In OCONUS areas, NEO support consists of assistance in conducting family readiness NEO briefings, processing families for deployment and coordinating support for families with gaining safehaven areas in accordance with local NEO plan.  Key indicators: NEO plan. Briefing schedules and attendance sheets. Case records.	X		
i. 41000.9. Assistance is provided to family members in safehaven status who have been evacuated or forced early return from an area outside the continental United States.  Key indicators: Case records. Status reports. Notification records.	X		
2. 42000 SOLDIER AND FAMILY READINESS (Paras 4-11 – 4-15, AR 608-1)			
a. 42000.1. Family Advocacy Program is established as outlined in AR 608-18.  Key indicator: Family Advocacy Program Accreditation Assessment.	X		
b. 42000.2. Shelter and respite care are provided per ARs 608-18 and 608-75.  Key indicators: Family Advocacy Program Accreditation Assessment. Exceptional Family Member Program Accreditation Assessment.	X		
c. 42000.3. Transitional compensation payments and other benefits are provided for eligible dependents of soldiers who are separated for dependent abuse.  Key indicators: Standing operating procedure. Transitional compensation training schedule and outline. Transitional compensation publicity. Briefing schedules and content. Information and referral resource file.	X		
d. 42000.4. Exceptional Family Member Program is established as outlined in AR 608-75.  Key indicator: Exceptional Family Member Program Accreditation Assessment.	X		
3. 43000 RELOCATION READINESS (Paras 4-18 – 4-28, AR 608-1)			
a. 43000.1. The Relocation Assistance Coordinating Committee (RACC) meets quarterly to ensure coordination and cooperation among various relocation services on the installation. The committee has developed a comprehensive installation relocation assistance plan that addresses elements and functions of relocation assistance provided by each installation activity; training requirements for all relocation service providers; and an evaluation plan to ensure assistance is accessible, effective and responsive to the needs of the Army family. Members include, at a minimum, representatives from ACS, housing, transportation, finance, military personnel division, civilian personnel advisory center and medical treatment facility.  Key indicators: RACC minutes. Installation relocation assistance plan.	X		
b. 43000.2. Relocation counseling is provided on an individual or group basis to inbound and outbound transferees with primary focus on predeparture counseling and relocation planning. Transferees preparing for their first PCS move or first overseas PCS are targeted, at a minimum, for counseling sessions. Counseling includes:  - Client assessment. - Provision of information on the destination area. - Provision of referral, follow-up and advocacy.  Key indicators: List of individuals counseled. Case records. Group counseling agendas, schedules and attendance sheets.	X		
c. 43000.3. Accurate and current prearrival information on the installation and surrounding area are provided through SITES, welcome packets and installation home page.  Key indicators: SITES file, welcome packets and installation home page.	X		

STANDARD	COMPLIANCE RATINGS		COMMENTS
	YES	NO	
SECTION D - 40000 SERVICES (Cont'd)			
3. 43000 RELOCATION READINESS (Paras 4-18 -- 4-28, AR 608-1) (Cont'd)			
d. 43000.4. All soldiers departing installations for OCONUS assignment receive an overseas orientation within 30 days of EDAS or RFO date. Briefings are conducted for specific audiences (for example, first time overseas), when possible. Staff from relocation related activities (for example, housing) participate in the orientation sessions when needed.  Key indicators: Roster of soldiers who PCSd OCONUS. Orientation attendance sheets. Lesson plans. Agendas.	X		
e. 43000.5. Reentry workshops are provided for transferees returning from overseas to the United States. These workshops address the logistical, financial and psychological adjustments that must often be made when returning from an overseas tour.  Key indicators: Lesson plans. Scheduling sheets and attendance sheets.	X		
f. 43000.6. Special workshops or support group sessions are organized for families identified as particularly at risk. These workshops address the emotional and situational stresses of relocation.  Key indicators: List of identified families as particularly at risk. Lesson plans and attendance sheets. Agendas and schedules.	X		
g. 43000.7. Installation-wide newcomer orientations are provided and include information on the community and cultural adaptation and area tours as required.  Key indicators: Lesson plans. Scheduling sheets and attendance sheets.	X		
h. 43000.8. A lending closet is administered to provide basic housekeeping items for temporary loan to incoming and outgoing families. It is stocked with good quality items. Items include, at a minimum, basic kitchen items, high chairs, child car seats, play pens, cribs, ironing boards, irons and transformers if appropriate.  Key indicators: Inventory list. On-site inspection of lending closet. Hand receipts.	X		
i. 43000.9. Families with foreign-born spouses receive support and assistance to include a comprehensive, multilevel language program, cross-cultural training and cultural mediation services.  Key indicators: Training agenda and schedules. Attendance sheets. Case records. Completed DA Form 3063.	X		
j. 43000.10. Support services are provided to families residing on-post or in the surrounding community who are living separately from the military sponsor due to mission requirements.  (1) Efforts are made to identify and contact these families to:  - Provide information on community services. - Assess the need for services and information. - Provide crisis intervention services. - Act as liaison with military and civilian agencies to ensure provision of required assistance.  (2) Support groups are organized for identified waiting families, as appropriate.  (3) Families are identified who are departing the installation for a "designated location" in the United States while the sponsor serves an unaccompanied tour. An effort is made to inform the family of the services available in their destination area and to notify the gaining ACS center of the family's arrival in the area.  (4) Predeparture briefings are provided to address coping with stress factors and the practical aspects of separation and relocation.  Key indicators: Standing operating procedure for serving waiting families. List of waiting families. Predeparture briefing agenda and attendance sheets. Case records. Completed DA Form 3063.	X		
k. 43000.11. Sponsorship support consists of training unit sponsorship trainers or designated sponsors upon unit requests and youth sponsors and providing a SITES file or welcome packet for sponsor to send before transferee's arrival.  Key indicators: Lesson plans and attendance sheets. Completed DA Form 3063.	X		

STANDARD	COMPLIANCE RATINGS		COMMENTS
	YES	NO	
SECTION D - 40000 SERVICES (Cont'd)			
4. 44000 EMPLOYMENT READINESS (Paras 4-30 -- 4-33, AR 608-1)			
a. 44000.1. Comprehensive, accurate, easily accessible and up-to-date information is provided on available employment, education and volunteer resources.  Key indicators: ACS information and referral resource file. Welcome packets.	X		
b. 44000.2. Classes, programs, workshops, seminars or individual sessions are conducted or sponsored to impart knowledge and/or teach a skill. These include employment and personal development training, personal career development and educational training classes.  Key indicators: Flyer, training schedule, registration forms, program outline, briefing charts and evaluation forms. Case records. Memorandum of agreement/understanding. Contract.	X		
c. 44000.3. Individual and group counseling is provided to assess job skills and develop and implement career goals.  Key indicators: List of individuals counseled. Case records. Group counseling list of attendees and class outline.	X		
d. 44000.4. Outreach is provided to employers and consists of developing employment opportunities and maintaining a private sector job bank.  Key indicators: Correspondence to potential employees. Agendas/minutes from meetings. Appointment schedule. Document containing number and type of employers registered with job bank. Job bank.	X		
5. 45000 FINANCIAL READINESS (Paras 4-35 and 4-41, AR 608-1)			
a. 45000.1. Classes are provided in personal financial management readiness and consumer affairs to soldiers and family members in the following areas: banking and credit union services, budget development and recordkeeping, debt liquidation, credit, consumer rights and obligations, insurance and personal financial readiness.  Key indicators: Lesson plans. Training schedule and class attendance sheets.	X		
b. 45000.2. Refresher classes are conducted for personnel who have abused and misused check cashing privileges.  Key indicators: Lesson plans. Training schedule and class attendance sheets.	X		
c. 45000.3. Financial planning classes and counseling are conducted for all junior enlisted soldiers (E-4 and below) scheduled for initial PCS move.  Key indicators: Roster of junior enlisted soldiers scheduled for initial PCS move. Lesson plans. Training schedule and class attendance sheets.	X		
d. 45000.4. Support is provided to unit commanders in establishing personal financial management readiness training for first term/initial term soldiers.  Key indicators: Roster of first term/initial term soldiers. Lesson plans. Training schedule and class attendance sheets.	X		
e. 45000.5. Financial counseling services are provided for soldiers and family members in areas such as budget development and financial planning, developing a spending plan, managing personal finances and evaluating assets and liabilities.  Key indicators: Case records.	X		
f. 45000.6. Debt liquidation assistance is provided to soldiers and family members with problems of financial indebtedness.  Key indicators: Case records. Letters to creditors and repayment plans. Memorandums to commanders for command referred cases. Memorandum of agreement/understanding. Case records.	X		
g. 45000.7. Consumer advocacy is provided through information to help soldiers and families make educated decisions and feedback to commanders on consumer issues.  Key indicators: Published consumer information. Letters. Memorandums for record.	X		



STANDARD	COMPLIANCE RATINGS		COMMENTS
	YES	NO	
SECTION D - 40000 SERVICES (Cont'd)			
5. 45000 FINANCIAL READINESS (Paras 4-35 and 4-41, AR 608-1) (Cont'd)			
h. 45000.8. Soldiers and family members are assisted in handling consumer complaints.  Key indicators: Case records. Completed DA Forms 5184.	X		
i. 45000.9. Army Emergency Relief recordkeeping and safeguards are in accordance with AR 930-4.  Key indicators: Standing operating procedures. Case records. Latest audit report.	X		
j. 45000.10. Emergency assistance includes food locker or vouchers. Food locker meets requirements of AR 40-5. Financial accountability, safeguards and recordkeeping exists for vouchers.  Key indicators: Case records. Health inspection records. Returned voucher receipts. Safeguard procedures for vouchers.	X		